

Customer Service Report for Fiscal Year 2001

THE Bureau of Economic Analysis (BEA) produces national economic statistics that enable government and business decisionmakers, researchers, and the American public to follow and understand the performance of the Nation's economy. As users of our data, your understanding of an ever-changing U.S. economy is one of our top priorities. It's not just enough for you to know what's happening in the economy, you need to know why and how it's happening.

Understanding the new economy.—In the past year, BEA has brought you information to enhance your knowledge of how the U.S. economy works. For example, we published the following articles in our monthly *SURVEY OF CURRENT BUSINESS*.

- “A Note on the Impact of Hedonics and Computers on Real GDP,” which reviewed the data on hedonic price indexes and their impact on real GDP growth and concluded that there was no evidence of an overstatement in the measured decline of computer prices. [December 2000]

- “Measuring the New Economy,” which described the coverage of the new economy in BEA's economic accounts and discussed plans to improve our measurements of e-business and high tech in the accounts to reflect the evolving economy. [March 2001]

- “Trends in Consumer Spending, 1959–2000,” which showed the growth in consumer spending and its share of total domestic spending in current dollars. It also detailed the increase in the services' share of consumer spending and the decrease in nondurable goods' share. [March 2001]

- “Comparing NIPA Profits With S&P Profits,” which compared these two estimates and detailed how their purposes, definitions, and methodologies explain the differences between them. [April 2001]

- “NAICS in BEA's Economic Accounts,” which discussed the gradual implementation of the North American Industry Classification System (NAICS) to replace the Standard Industrial Classification (SIC) system as the basis for identifying, compiling, and presenting industry data. [May 2001]

- “An Upcoming Change in the NIPA Presentation of Private Inventories by Industry,” which described the changes in the NIPA tables that resulted from the conversion of the inventory estimates by industry from the SIC to NAICS. [June 2001]

NOTE.—This report was prepared by Verna M. Learnard.

- “Convergence in State Per Capita Personal Income,” which confirmed that differences among States narrowed from 1950 to 1979, but that there is little evidence of convergence since then. [June 2001]

In 2000, BEA conducted a Customer Satisfaction Survey, to better understand what our customers need and want. You wanted more data, and you wanted it to be easier to access and to use. In response to some of your comments, here is what we did.

Electronic data dissemination.—We have continued to improve our Web site <www.bea.doc.gov> by providing more information in more user-friendly formats. For example, the databases for our national income and product accounts tables and for our State personal income estimates can now be accessed interactively. You can now select the data for the period and the geographic area you want and then display it or download it into a spreadsheet. In addition, much of our data is now available in spreadsheet format, which facilitates analysis and enables access to the data by those who are visually impaired. Check out our Web site's “What's new?” page to keep abreast of new developments.

In the past year, we also updated four popular CD-ROM's.

- *Survey of Current Business, 1994–2000* contains all of the articles from BEA's monthly journal for 1994 through 2000 and includes selected articles for 1987–93.

- *State Personal Income, 1929–99* presents estimates of total and per capita personal income and detailed estimates for the United States, regions, and States.

- *Regional Economic Information System (REIS), 1969–99* presents annual estimates of personal income, earnings, and employment for counties, metropolitan areas, States, and regions.

- *Gross Product by Industry for the United States and States* presents gross domestic product (GDP) by industry for 1947–99, detailed gross output for 1977–99, manufacturing product shipments for 1977–96, manufacturing industry shipments for 1977–99, and detailed indirect business taxes for 1978–99. For the States, it presents gross state product (GSP) by industry, compensation of employees, indirect business taxes, and property-type income for 1977–99.

Order-processing operation.—BEA continues to maintain its toll-free customer service line for you to place orders for BEA products and services. The BEA Order Desk can be reached at 1–800–704–0415 (outside the

United States, call 202-606-9666.) You can access BEA's *Catalog of Products* on our Web site, or contact the Order Desk to receive a copy.

Access to our staff.—Our staff is always ready to assist you. Send your questions and comments by e-mail to <webmaster@bea.doc.gov>, or talk to one of our specialists. "BEA's Contacts for Users," which is updated regularly, is available on our Web site or by mail from

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